ISC Tournament Manager: Tournament Director Guide

Oct 25, 2026 · @Brian

Before you start

As a Tournament Director you run your tournament from start to finish in the **Tournament Manager**: teams, pools, brackets, the schedule, scores and printouts. You only see the tournaments ISC has assigned to you.

What you need from the ISC office first

- A website login with the **Tournament Director** role.
- Your tournament created on the website and assigned to you (Settings tab → Tournament Directors).
- The tournament's **location** and **logo** set on the tournament post. Directors can't edit the post itself, so ask the office if either is missing.

Opening the Tournament Manager

1. Log in to the ISC website.
2. Go to the **Tournament Manager** page (the office will send you the link).
3. Pick your tournament in the dropdown at the top. The season filter and search box help when you have several.

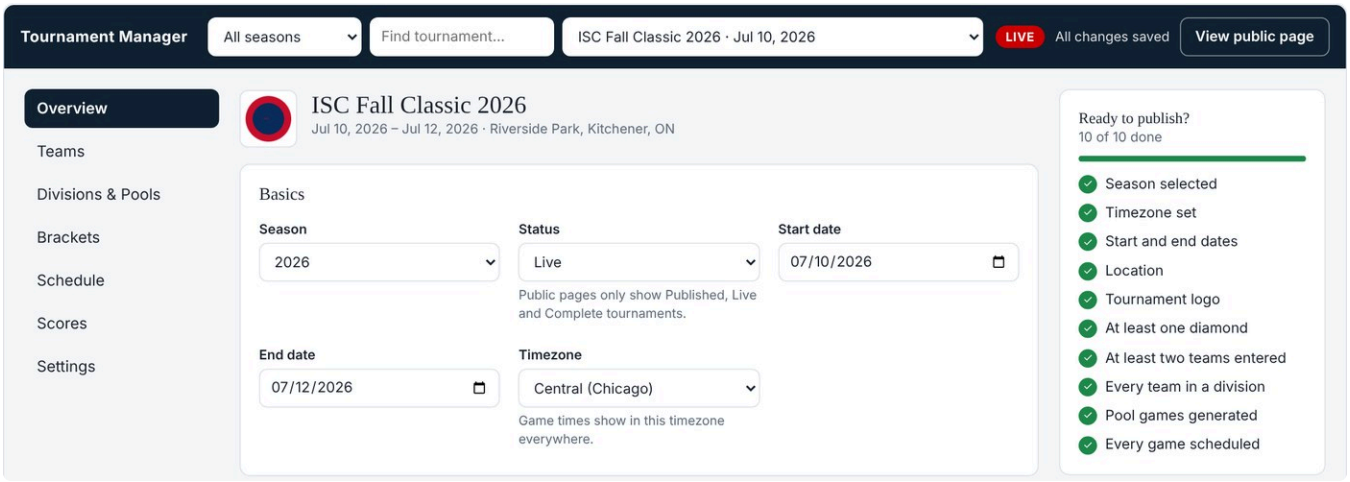
The tabs on the left follow the order you'll work in: **Overview → Teams → Divisions & Pools → Brackets → Schedule → Scores → Settings**. The **Ready to publish?** checklist on the right ticks itself off as you go. Click an item that isn't done yet to jump straight to where it's done.

Everything saves automatically. The top bar shows *All changes saved* when it's done, and **View public page** opens the tournament page the public sees.

Step 1 — Overview: the basics

The ISC office sets the season, dates, timezone and tournament type; check them, then set the diamonds. Every other tab depends on them.

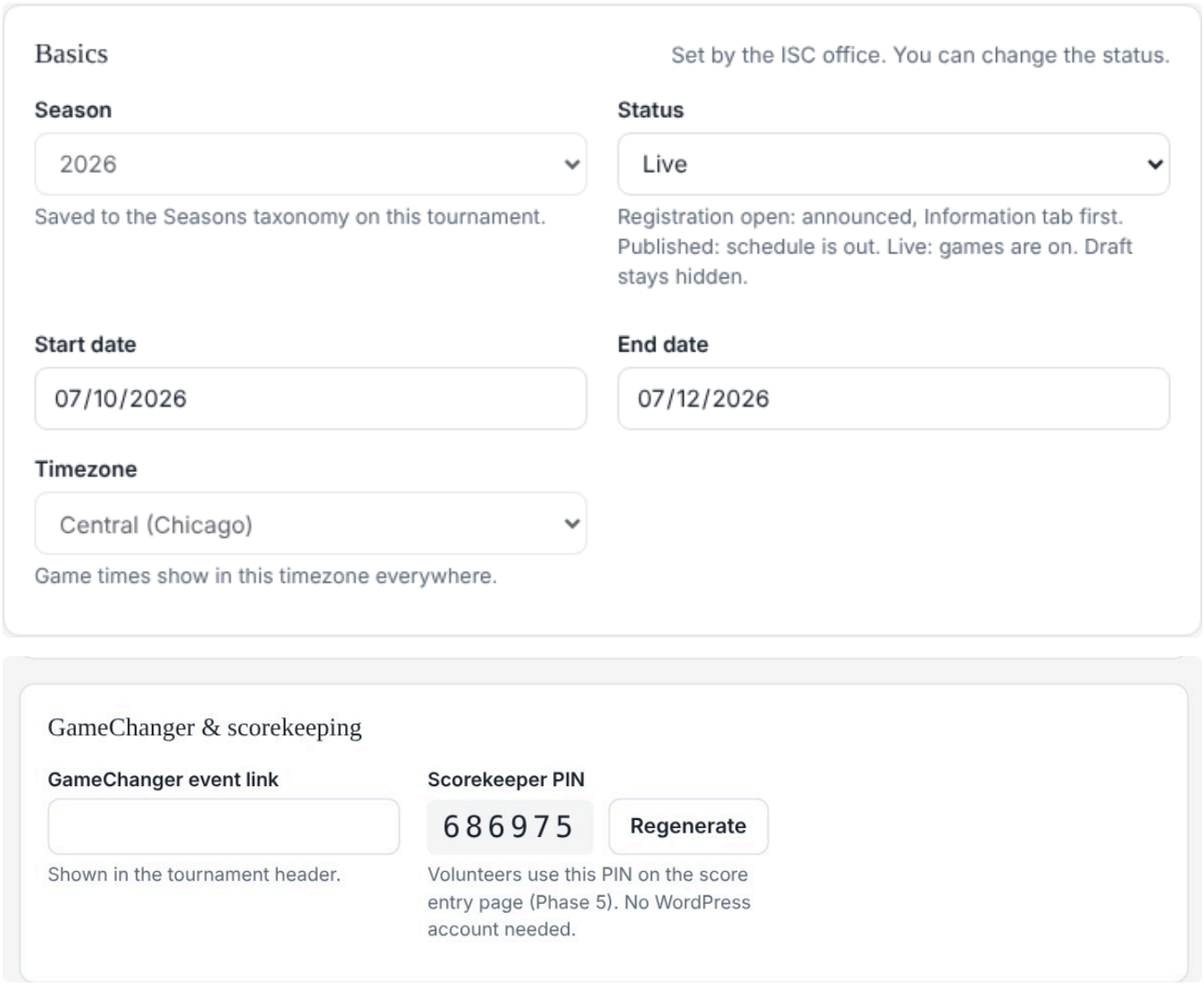
Overview has four sub-tabs: **Basics** (season, dates, status, timezone, logos and tournament details), **Venues** (location and diamonds), **Info & contacts** (the public Information tab, Step 2) and **Scoring** (GameChanger link and scorekeeper PIN).



1. **Basics**
   Season, start and end date and timezone are greyed out for directors ("Set by the ISC office"). You can still change the **Status**. If a date or the timezone is wrong, contact the ISC office.
   - **Season**: the ISC season the tournament counts toward (saved to the *Seasons* taxonomy). It decides where results show on team pages and in the season archive, and which World Tournament a qualifier feeds.
   - **Status**, in order:
     - **Draft** while you set things up. Hidden from the public.
     - **Registration open** once the tournament is announced and you're still taking teams. The public page leads with the Information tab and the teams entered so far.
     - **Published** once the schedule is out.
     - **Live** while games are being played.
     - **Complete** after the last game.
   - **Start date / End date**: these create the day tabs in the Schedule.
   - **Timezone**: the local time at the ballpark. Every game time on the site, the PDFs and the score entry screen uses it.
2. **Location & diamonds**: only the diamonds in use are shown. Click **Choose diamonds** (or **+ Add or change diamonds**) and search by venue, city or diamond name, then tick the ones you'll play on; venues near the tournament location are suggested first. Click × on

a diamond to remove it. Each diamond's YouTube channel becomes the *Watch* link for its games.

3. **Logos**: the tournament logo shows on the public page and on every PDF. Tick **Show the ISC logo** to add the ISC logo too.
4. **Tournament details**: website link, entry fee, **Tournament type** (choose *ISC Qualifier* or a regular tournament; set by the ISC office, the public page shows it as a badge) and a one-line format description (e.g. "Two pools, then single elimination").
5. **GameChanger & scorekeeping**
   - Paste the **GameChanger event link** if the tournament is on GameChanger.
   - Click **Generate PIN**. Volunteers use this 6-digit PIN to enter scores (see Step 7). **Regenerate** signs every scorekeeper out, which is useful if the PIN gets passed around.
   - The **Score Entry page** link is shown here with a **Copy link** button.



Step 2 — Information tab: organizers and contacts

The **Info & contacts** sub-tab on Overview fills the public *Information* tab: who runs the event and how to reach them. Anything you leave blank is hidden.

- **Organizer**: the host club or committee, with email, phone and website.
- **Tournament contact**, **UIC** and **ISC representative**: name, email and phone for each.
- **Other organizers & contacts**: click **+ Add contact**, type the role (e.g. *Tournament Director*, *Hotel coordinator*), then the details. **Remove** deletes a contact.
- **Notes**: hotels, check-in, parking, admission, rules meeting. A blank line starts a new paragraph and web addresses become links.

Emails are protected from spam bots and phone numbers are tap-to-call on phones. Check with each person before publishing their phone number.

Information tab

Public

Shown on the public Information tab. Leave anything blank to hide it. Contact, UIC and ISC representative names also save to the existing ACF fields.

Organizer

Organization / host	Email	Phone
Kitchener Minor Fastball Assoc	info@kmfa.ca	(519) 555-0142

Website

https://kmfa.ca

Tournament contact

Name	Email	Phone
Dave Miller	dave@kmfa.ca	519-555-0199

UIC

Name	Email	Phone
Rick Thompson	rick@ums.ca	+1 519 555 0111

ISC representative

Name	Email	Phone
Laura Bennett	lbennett@iscfastpitch.com	

Other organizers & contacts

Tournament Director — Remove

Name	Email	Phone
Mark Evans	mark@example.com	

Hotel coordinator — Remove

Name	Email	Phone
	hotels@kmfa.ca	

Hotel coordinator — Remove

Name	Email	Phone



Step 3 — Teams

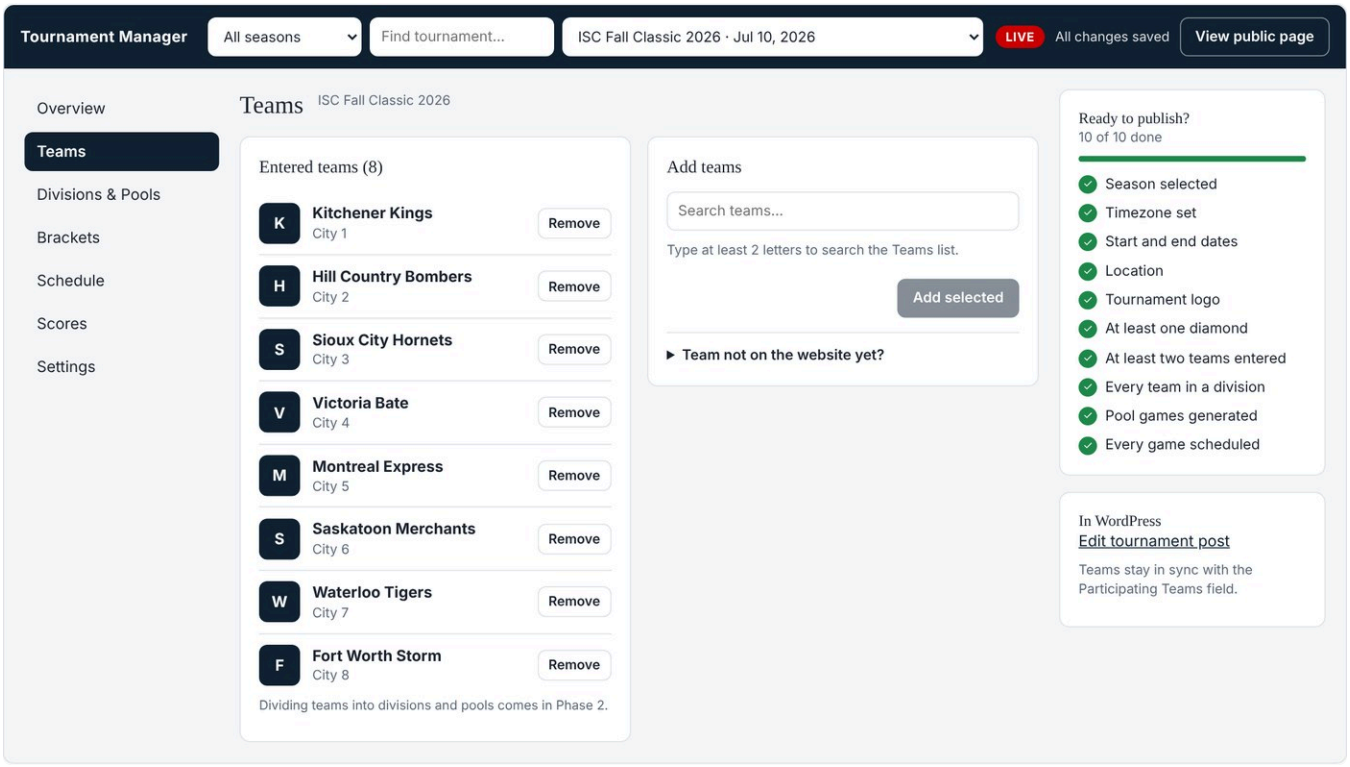
Add every entered team from the website's existing Teams list, so results land on each team's own page.

1. In **Add teams**, type at least 2 letters of a team name.
2. Tick the teams you want and click **Add selected**.
3. Team not on the website yet? Open **Team not on the website yet?**, enter the name and city, and it's created as a draft Team page for the ISC office to complete.

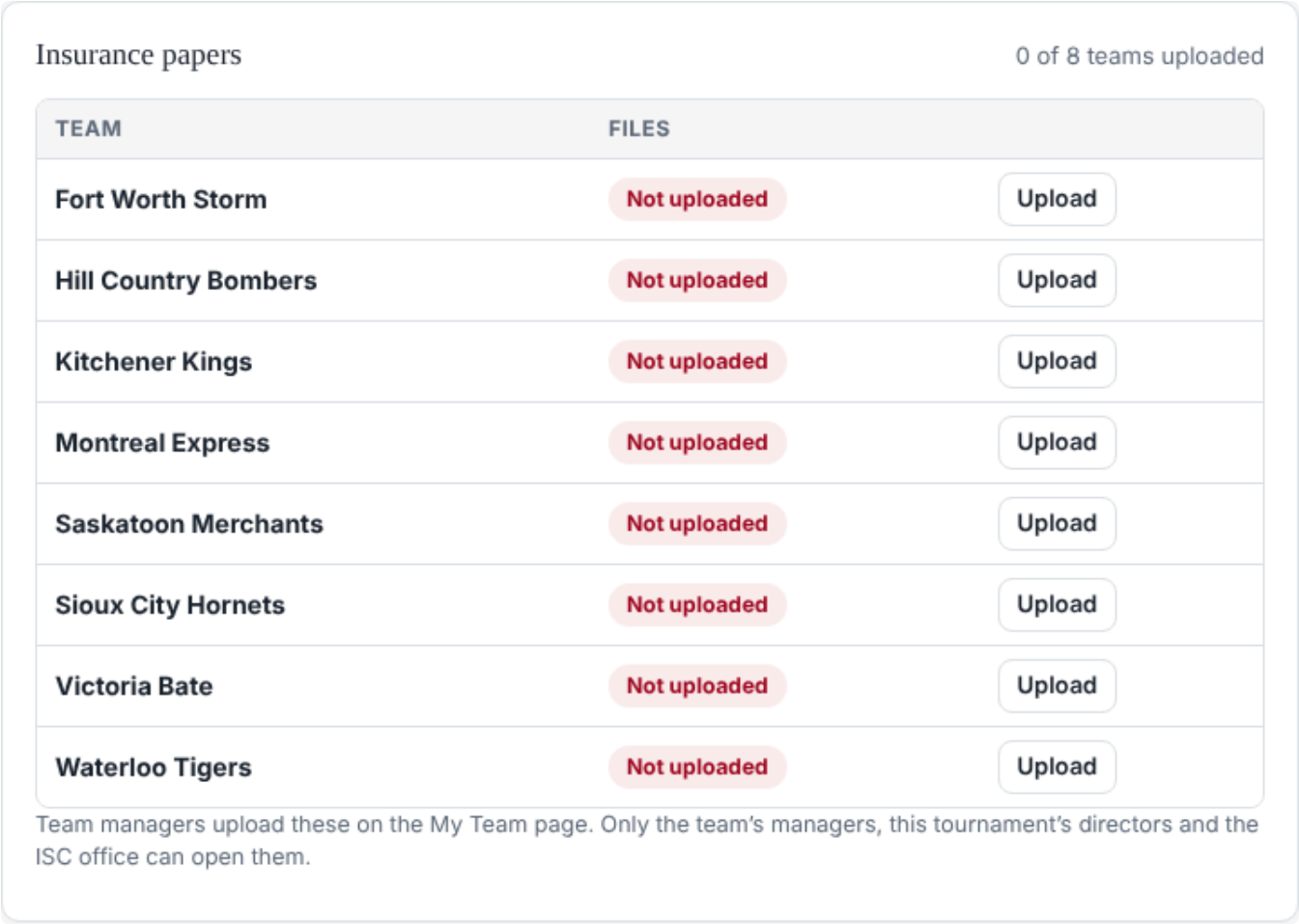
Remove takes a team out. If it has already played, it's marked *withdrawn* instead so its results stay. Removed the wrong team? Press Undo in the message that pops up.

The list stays in sync with the *Participating Teams* field on the tournament post, so you never enter teams twice. Each team's **featured image** is used as its logo. Use a PNG with a transparent background: the site shows logos without a white box behind them.

Where your teams show on the website. For the World Tournament, the teams you enter here, in their division (Step 4), fill the website by themselves: the World Tournament page, the **Teams** menu in the site header (World Tournament, Legends 50+ and Masters 60+ tabs) and the Legends 50+ and Masters 60+ pages. Nobody needs to update those pages by hand. They show once the tournament's Status is Registration open or later.



Insurance papers. Under the team list, the **Insurance papers** card shows which teams have uploaded their insurance ("2 of 8 teams uploaded"). Click a file name to open it, or **Upload** to add a file a team emailed you. Team managers upload their own from the My Team page at any time. Only that team's managers, this tournament's directors and the ISC office can open the files.



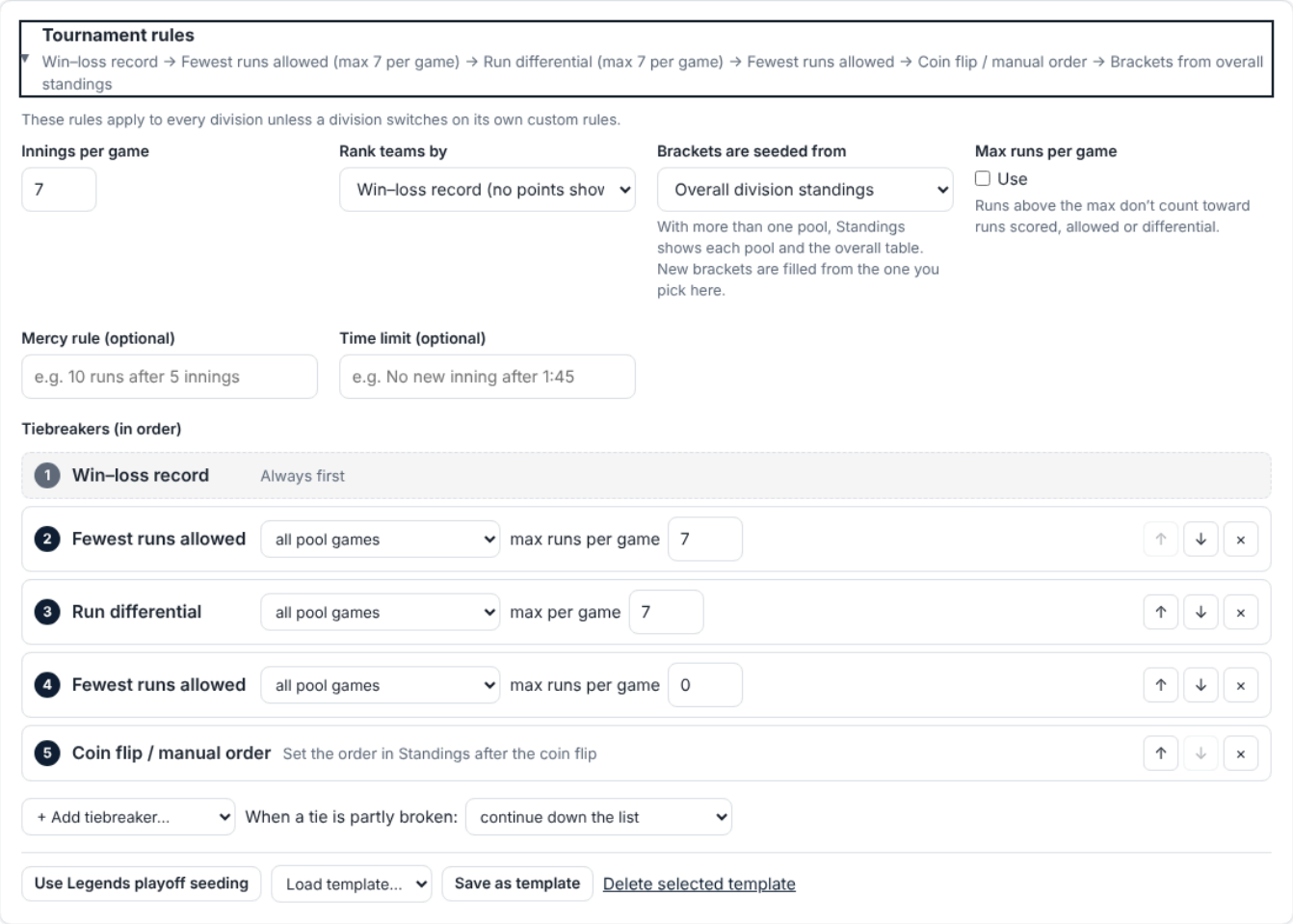
Step 4 — Divisions & Pools

Set the tournament rules once, then split each division into pools and generate the round-robin games.

Tournament rules (the card at the top) apply to every division:

- **Rank teams by**: points (you set points for a win, tie and loss), winning %, or win–loss record (the standings then show W and L only, no points).
- **Innings per game**, **Max runs per game** (optional: runs above the max don't count in the standings), mercy rule and time limit.
- **Tiebreakers (in order)**: add and order head-to-head, fewest runs allowed, run differential, most runs scored and coin flip. Each runs rule has its own max runs per game (0 = no limit). A coin flip ends the list; after the flip, set the order in Standings.
- **Use Legends playoff seeding** loads the Legends criteria in one click: win–loss record, runs allowed (max 7 per game), run differential (max 7 per game), runs allowed (no limit), coin flip.

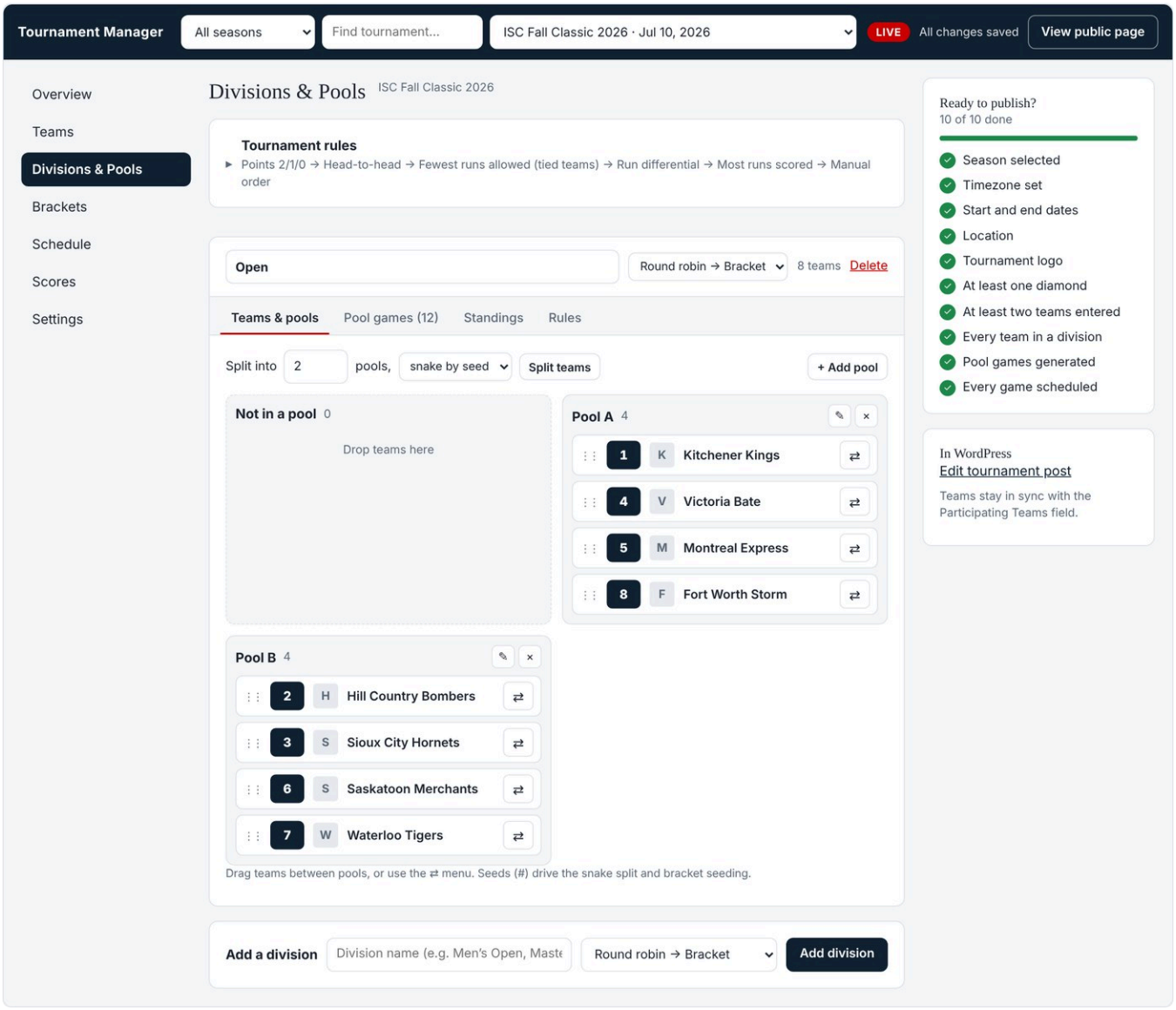
- **Brackets are seeded from**: *Pool standings* (A1, B1, A2…) or *Overall division standings* (every pool team in one table). New brackets are filled from the one you pick.
- **Save as template** keeps a rule set for next time; **Load template** reuses one.



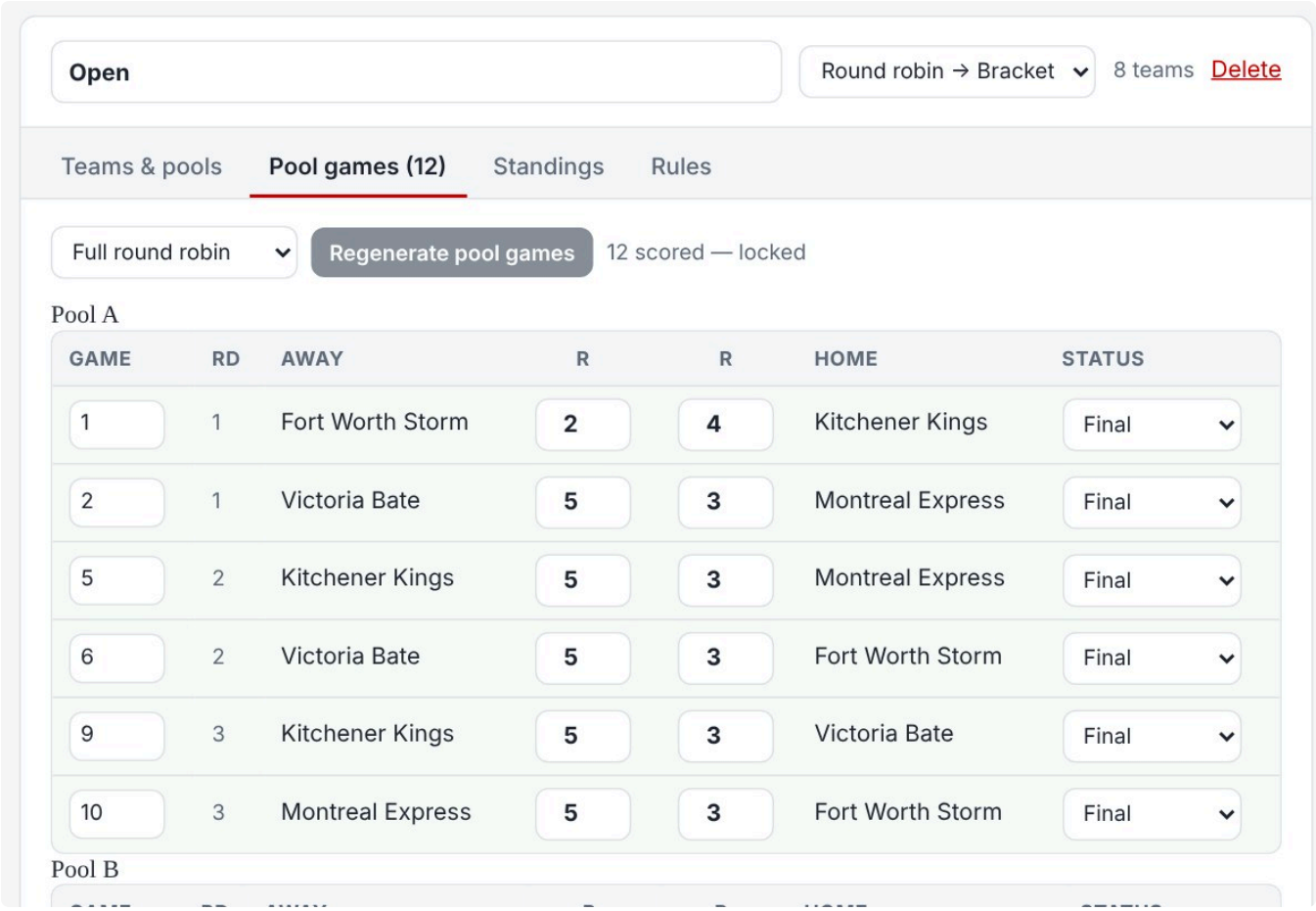
A division can switch to its own rules on its **Rules** sub-tab.

Divisions and pools

1. At the bottom, type a division name (e.g. *Men's Open*), pick a format and click **Add division**:
   - **Round robin → Bracket**: pools first, then a bracket.
   - **Round robin only**: pools decide the winner.
   - **Bracket only**: no pools (the public Standings tab is hidden).
2. Give teams a **seed** in the small # box if you're seeding.
3. Choose how many pools, pick **snake by seed** or **random**, and click **Split teams**. Drag teams between pools, or use the ⇄ menu, to adjust.
4. Open **Pool games**, choose **Full round robin** or a number of games per team, and click **Generate pool games**.



Games get numbers in play order and wait in the Schedule tab to be placed. Once any pool game has a score, regenerating is locked so results can't be lost.



World Tournament divisions

The 2027 World Tournament has three divisions: **World Tournament**, **ISC Legends (50+)** and **ISC Masters (60+)**. Keep the words *Legends* and *Masters* in those division names: the website's Teams menu and the Legends 50+ and Masters 60+ pages find their teams by those words.

A team in more than one division

A team can play in more than one division, for example the World Tournament and later ISC II, or Legends 50+ and Masters 60+. Open the ⇄ menu on the team:

- **Also plays in (keeps …)** adds the team to another division. It stays in this one too.
- **Move to division** moves it out of this division into another.
- **Remove from …** takes it out of this division only.

Pools and seeds are kept per division. A team in two divisions shows a tag with the other division, such as "+ ISC Masters (60+)".

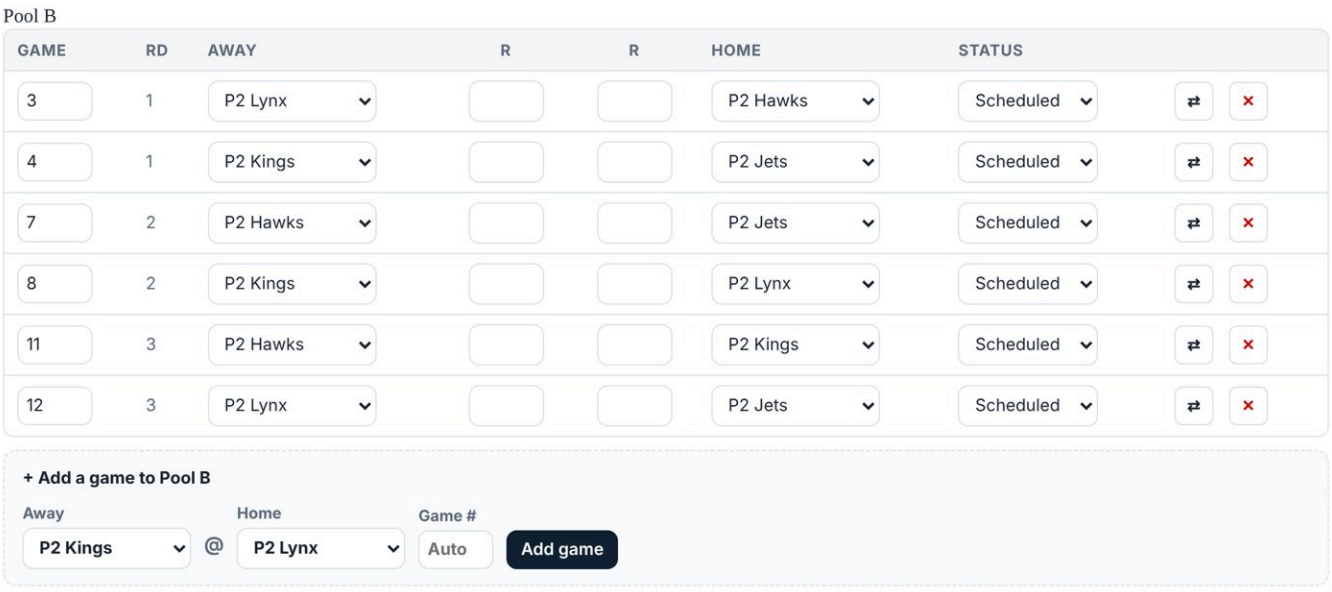
Division dates and tidy cards

- **Played … to …** on each division card sets the first and last day that division plays (ISC II from the Monday, for example). Leave it empty when the division runs the whole tournament. The dates show on the public Teams and Information tabs.
- Fold a division card with the arrow in its header to keep the page short. The header still shows its teams and pools.
- On the public Teams tab, teams are grouped by division and ranked by their seed (#1, #2, …).

Adjusting pool games (Pool games sub-tab)

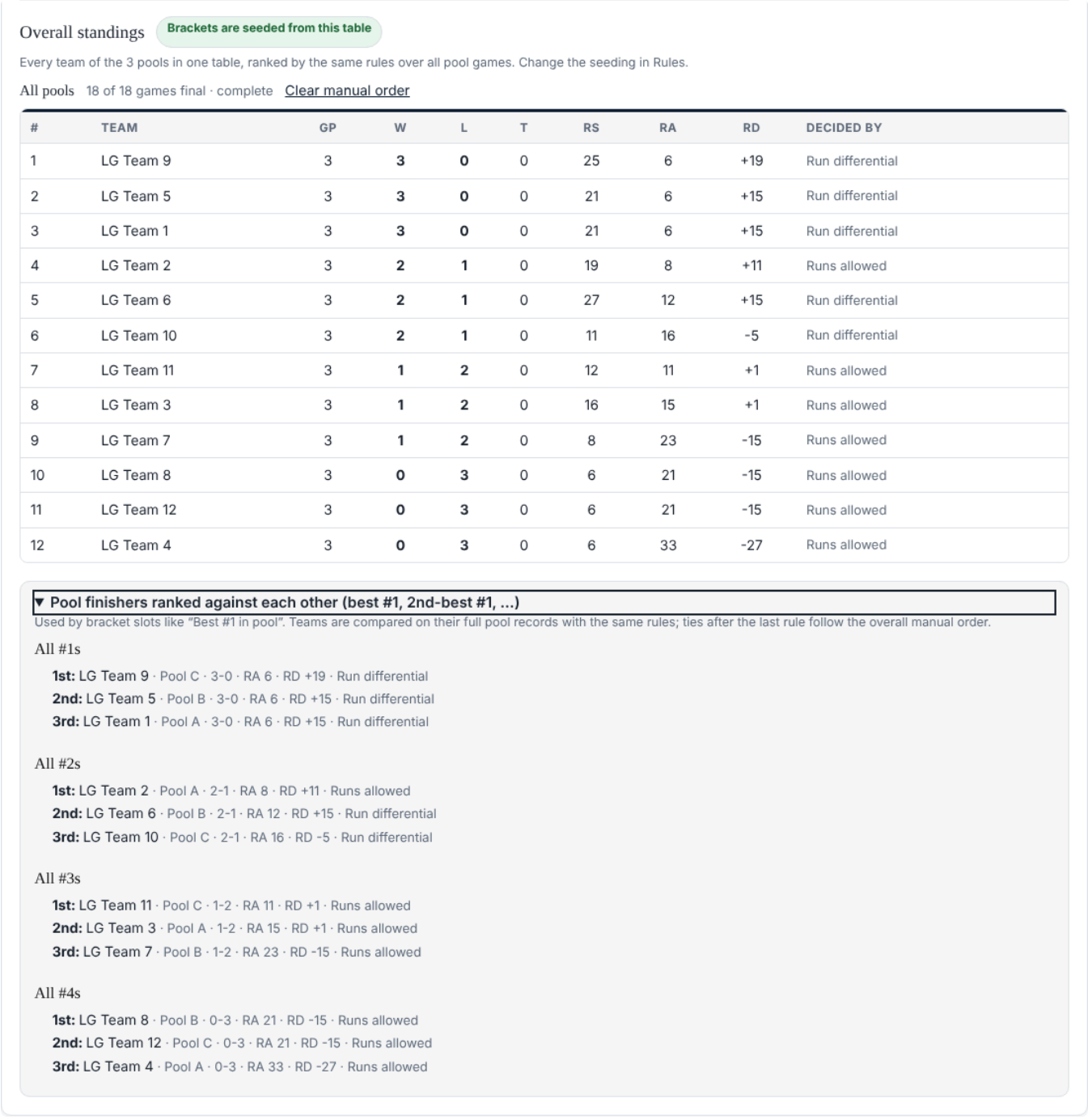
- **Change who plays**: Away and Home are dropdowns with the pool's teams. Picking the team that's already on the other side swaps the two.
- **Swap home and away**: the ⇄ button at the end of the row. It works on scored games too; the runs move with the teams.
- **Add a game**: use **+ Add a game** under the pool. Pick Away and Home, leave Game # on Auto for the next free number, and press **Add game**. The game then waits in the Schedule tab like the others. Pools with no games yet get the same box, so you can build a pool's games entirely by hand.
- **Delete a game**: the × button. Only games without a score can be deleted; a deleted game also comes off the schedule.

Once a game has a score its teams are locked (swap still works). To fix a score entered on the wrong game, clear both runs: the game goes back to Scheduled. **Regenerate pool games** replaces everything in the division, including games you added or changed by hand.



The **Standings** sub-tab shows the live table with the tiebreaker that decided each place. If a tie can't be broken (e.g. a coin toss), use **Set order for tied teams** there.

More than one pool? Standings also shows an **Overall standings** table: every team of the division, ranked with the same rules over all pool games. Ties in it get their own **Set order**. Under it, *Pool finishers ranked against each other* shows the best #1, 2nd-best #1 and so on. The public page and the standings PDF show the overall table too.



Overall standings **Brackets are seeded from this table**

Every team of the 3 pools in one table, ranked by the same rules over all pool games. Change the seeding in Rules.

All pools 18 of 18 games final · complete Clear manual order

#	TEAM	GP	W	L	T	RS	RA	RD	DECIDED BY
1	LG Team 9	3	**3**	**0**	0	25	6	+19	Run differential
2	LG Team 5	3	**3**	**0**	0	21	6	+15	Run differential
3	LG Team 1	3	**3**	**0**	0	21	6	+15	Run differential
4	LG Team 2	3	**2**	**1**	0	19	8	+11	Runs allowed
5	LG Team 6	3	**2**	**1**	0	27	12	+15	Run differential
6	LG Team 10	3	**2**	**1**	0	11	16	-5	Run differential
7	LG Team 11	3	**1**	**2**	0	12	11	+1	Runs allowed
8	LG Team 3	3	**1**	**2**	0	16	15	+1	Runs allowed
9	LG Team 7	3	**1**	**2**	0	8	23	-15	Runs allowed
10	LG Team 8	3	**0**	**3**	0	6	21	-15	Runs allowed
11	LG Team 12	3	**0**	**3**	0	6	21	-15	Runs allowed
12	LG Team 4	3	**0**	**3**	0	6	33	-27	Runs allowed

▼ **Pool finishers ranked against each other (best #1, 2nd-best #1, ...)**

Used by bracket slots like "Best #1 in pool". Teams are compared on their full pool records with the same rules; ties after the last rule follow the overall manual order.

All #1s

1st: LG Team 9 · Pool C · 3-0 · RA 6 · RD +19 · Run differential
2nd: LG Team 5 · Pool B · 3-0 · RA 6 · RD +15 · Run differential
3rd: LG Team 1 · Pool A · 3-0 · RA 6 · RD +15 · Run differential

All #2s

1st: LG Team 2 · Pool A · 2-1 · RA 8 · RD +11 · Runs allowed
2nd: LG Team 6 · Pool B · 2-1 · RA 12 · RD +15 · Run differential
3rd: LG Team 10 · Pool C · 2-1 · RA 16 · RD -5 · Run differential

All #3s

1st: LG Team 11 · Pool C · 1-2 · RA 11 · RD +1 · Runs allowed
2nd: LG Team 3 · Pool A · 1-2 · RA 15 · RD +1 · Runs allowed
3rd: LG Team 7 · Pool B · 1-2 · RA 23 · RD -15 · Runs allowed

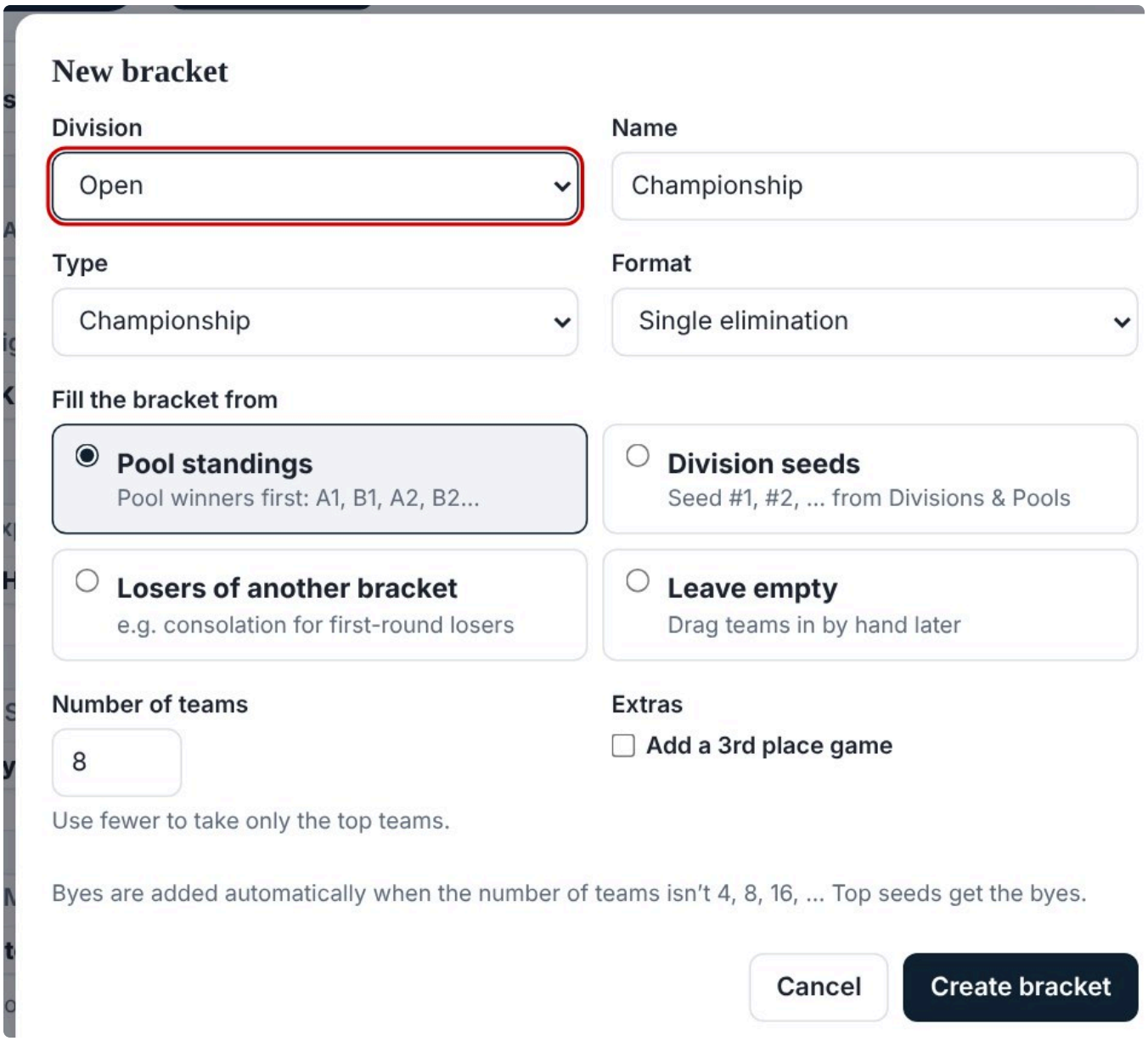
All #4s

1st: LG Team 8 · Pool B · 0-3 · RA 21 · RD -15 · Runs allowed
2nd: LG Team 12 · Pool C · 0-3 · RA 21 · RD -15 · Runs allowed
3rd: LG Team 4 · Pool A · 0-3 · RA 33 · RD -27 · Runs allowed

Step 5 — Brackets

Create each bracket once; winners then move on automatically as scores come in.

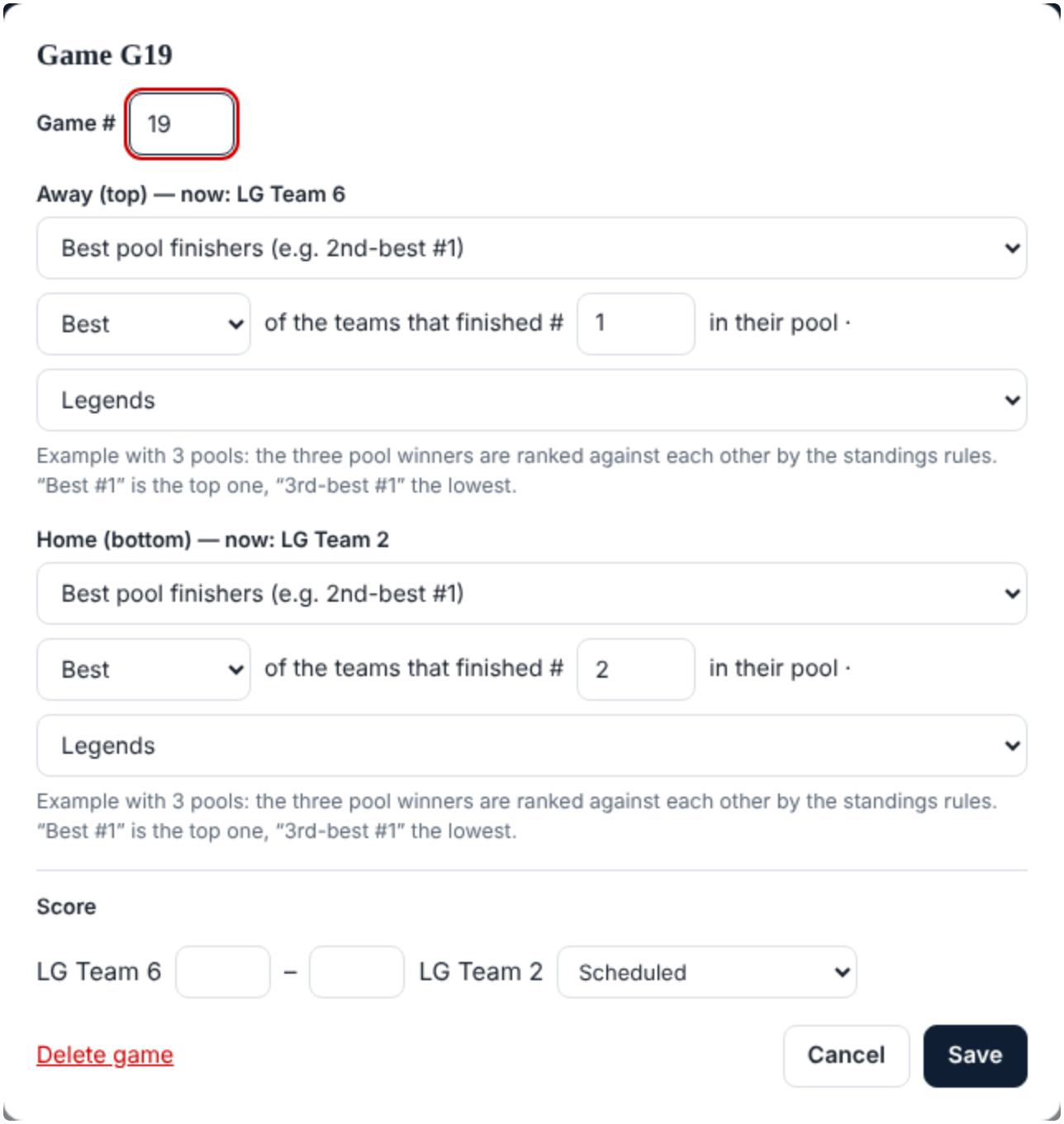
1. Click **+ New bracket** and fill in:
   - **Division**, **Name** and **Type** (*Championship* decides the champion; *Consolation* doesn't).
   - **Format**: single or double elimination.
   - **Fill the bracket from**: *Pool standings* (A1, B1, A2, B2…), *Division seeds*, *Losers of another bracket* (for a consolation bracket) or *Leave empty* to place teams by hand.
   - **Number of teams**: use fewer to take only the top teams. Byes are added automatically and go to the top seeds.
   - **Add a 3rd place game** if you want one.
2. Click **Create bracket**. Slots read "#1 Pool A" or "Winner of G14" until the teams are known.

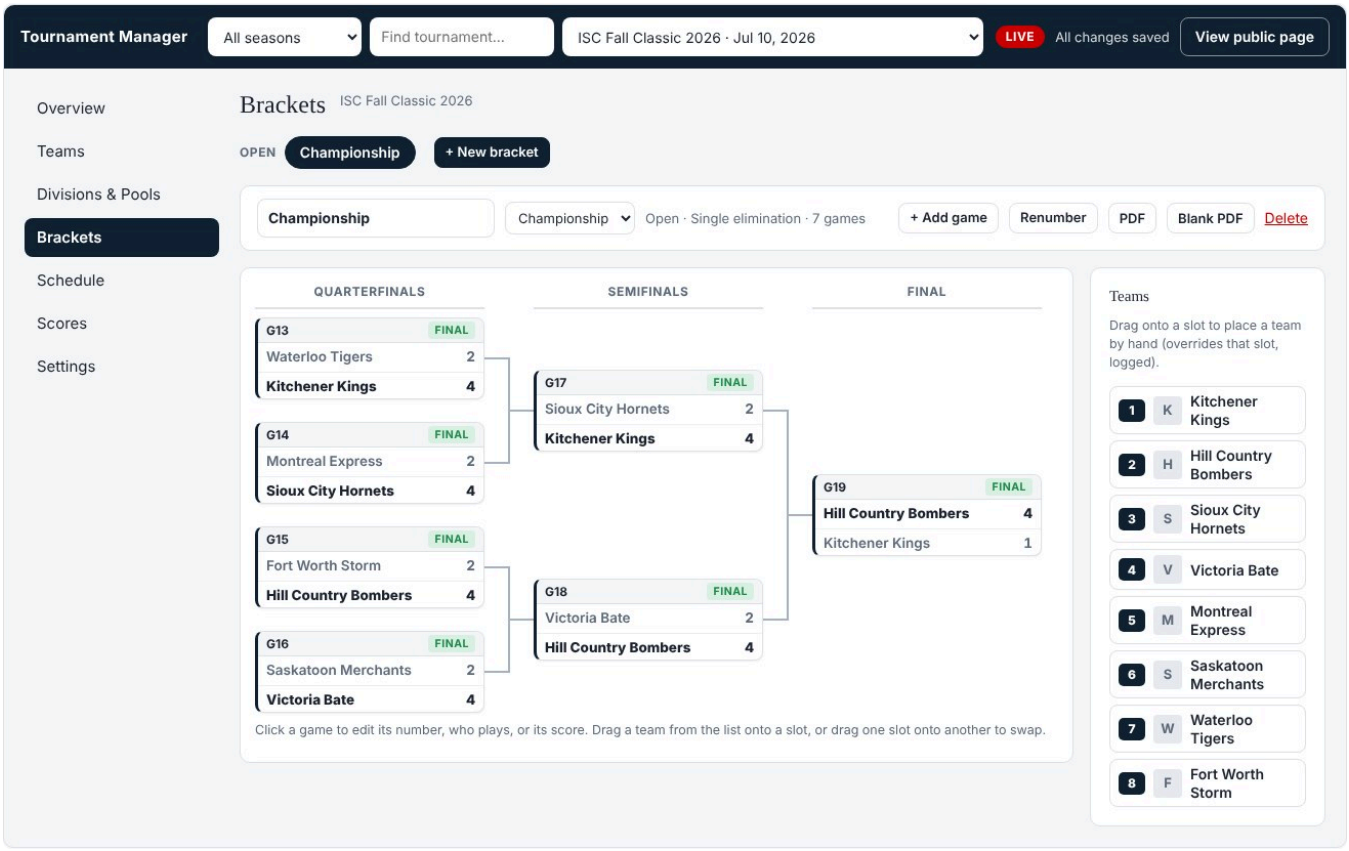


Adjusting a bracket

- **Click a game** to change its number, who plays in each slot, or its score.
- **Drag a team** from the list on the right onto a slot to place it by hand, or drag one slot onto another to swap them. On a tablet or phone, tap a team, then tap the slot (Cancel in the bar above the bracket stops). With a keyboard, Tab to a slot, press M to move it and Enter to drop it.
- **Game numbers**: typing a number that's already used takes it over, and the other game's number is cleared. **Renumber** numbers the whole bracket in order of play from any starting number.
- **+ Add game** adds a game for custom formats.
- **PDF** and **Blank PDF** print the bracket (see Step 8).

Seeding from more than one pool. In **+ New bracket**, *Fill the bracket from* also offers *Pool finishers, best first* (best #1, 2nd-best #1, …, then best #2 …) and *Overall division standings*. In a game, the slot types *Best pool finishers* (e.g. “2nd-best #1 in pool”) and *Overall division standings* (“#3 overall”) do the same for one slot. These slots fill in once every pool is final.





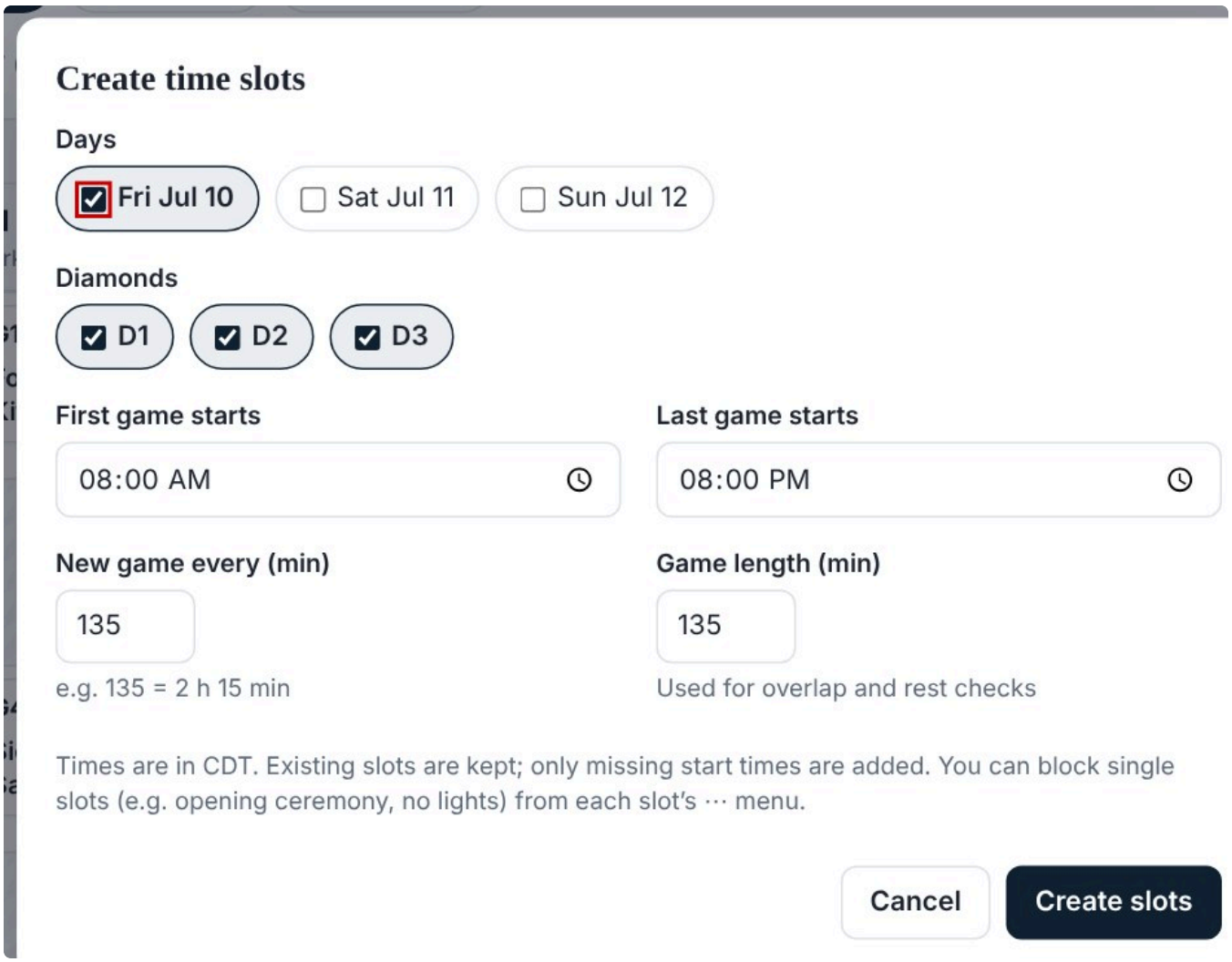
When a final score is entered, the winner (and in double elimination the loser) moves to the next game by itself. A game that already has a score is never changed automatically: if an earlier result is corrected, that game is flagged so you can check it. In double elimination the *If necessary* game is marked *Not needed* when the winners-bracket team wins the final.

Step 6 — Schedule

Create time slots for each day, then place games on them with auto-fill or by hand. The grid shows diamonds across and times down, one day at a time.

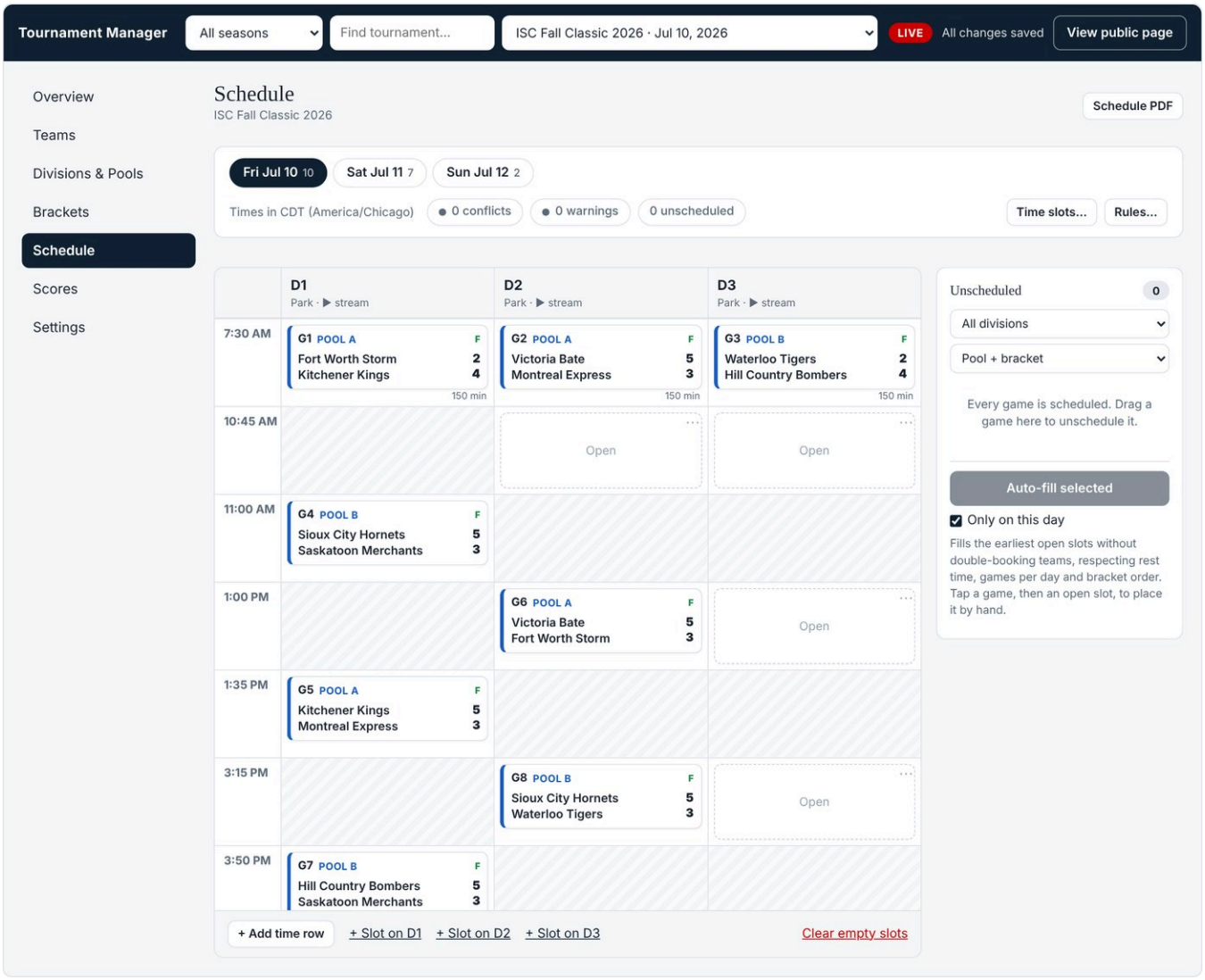
1. Set the rules and slots

- **Rules…**: minimum rest between a team's games (default 60 min), max games per team per day (default 3) and default game length.
- **Time slots…**: pick the days and diamonds, the first and last start time, and how often a new game starts (e.g. 135 min = 2 h 15 min). Existing slots are kept.



2. Place the games

- **Auto-fill**: filter the *Unscheduled* list by division and game type, then click **Auto-fill**. It fills the earliest open slots without double-booking teams, and respects rest time, games per day and bracket order.
- **By hand**: drag a game onto an open slot (or tap the game, then tap the slot). Dropping on a slot that has a game swaps them. Drag a game back to *Unscheduled* to take it off.



3. Fix problems

The **conflicts** and **warnings** chips count problems; click one to jump to it. Conflicts (red) must be fixed, such as a team in two games at once or a bracket game before the game that feeds it. Warnings (amber) are allowed, such as rest below your minimum. The public never sees these markers.

4. Adjust times

- **One slot**: open the slot's ⋯ menu to change its start time or length, block it, or delete it.
- **A whole row**: click the time on the left to change that start time on every diamond, **make room for a break** (pushes all later games back, e.g. for an opening ceremony), or block the row. Games on moved slots move with them.
- **+ Add time row**, **+ Slot on D1** and **Clear empty slots** are at the bottom of the grid.

Step 7 — Game day

Volunteers enter scores on their phones; you watch and correct from the **Scores** tab.

Before the first game

1. Set **Status** to **Live** on Overview. The public page then shows a *Live now* strip and refreshes itself every minute.
2. Open **Settings → Scorekeepers** and click **Copy link** to get the Score Entry page address.
3. Give each scorekeeper that link and the PIN, or hand out the printed **Scorekeeper card**. No website account is needed.

How scorekeepers work: they pick the tournament, enter the PIN and their name, tap a game, use **+ / −** for each team, and save as *In progress* or *Final*. Every score is logged with their name. Five wrong PINs lock sign-in for 15 minutes.

When a scorekeeper opens a game, the status is already set to **Final**; they only switch it to *In progress* for a running score. With a Final, untied score they can also pick the **winning and losing pitcher** from each team's submitted roster (pitchers listed first). If the pitcher isn't on the roster, they choose *Someone else (type the name)* and type it. Both are optional.

Image — Score entry: status defaults to Final, with the winning and losing pitcher pick…

The Scores tab

Image — The Scores tab

- Every game by day, with the score boxes and status you can edit directly. Tick **Only games still to be scored** to see what's missing.
- **Lock icon**: a score saved as *Final* by a scorekeeper is locked so it can't be changed from a phone. Click the lock to unlock it, or to lock any score yourself.
- **GameChanger icon**: add a GameChanger link for a single game.
- **W/L**: set or change the winning and losing pitcher for a final game. The public schedule shows them as "W: name · L: name".
- **▶ (full game)** and **Recap**: paste the YouTube link of the full game and of the game recap. Both show on the public schedule under the game, so fans can watch.

Image — A score row with the lock, W/L, GameChanger, full game and Recap buttons

Correcting a final score in a bracket: fix the score here. If the winner changes and the next game hasn't been played, the bracket updates; if it has, that game is flagged in the Brackets tab for you to sort out.

Step 8 — Print, publish and finish

Every printout is a Letter landscape PDF made from the latest scores. Find them all in **Settings → Print & PDF**.

PDF	What's on it	Where else
Everything	Schedule, standings and every bracket in one file	—
Schedule	One page per day: diamonds across, times down	Schedule tab → **Schedule PDF**
Pool standings	All pools of a division on one page	—
Bracket	One page per bracket, with a Champion box	Brackets tab → **PDF**
Blank bracket	Game numbers, times, diamonds and "Winner of G#" hints, with room to write	Brackets tab → **Blank PDF**
Scorekeeper card	The Score Entry link and PIN, with the 5 steps	Settings → Scorekeepers

Image — Settings: Print & PDF and the public page options

Social media posts. Below Print & PDF, **Social media posts** makes ready-to-post images for Instagram, Facebook and X. Pick what to post (*Scores of the day*, *Schedule of the day* or a *Bracket*), the day or bracket, and the size: **Portrait 1080 × 1350** (Instagram and Facebook feed) or **Landscape 1200 × 630** (Facebook and X links). Every image carries the

tournament name, the tournament logo and the ISC logo. Busy days are split over several images (8 games each). Click **Download PNG** per image or **Download all**. The images use the latest scores, so make them after the last game of the day.

Image — Social media posts in the Settings tab

Image — A scores-of-the-day post, 1080 × 1350

Image — A bracket post, 1200 × 630

Publishing: when teams, pools and the schedule are ready (the checklist shows *10 of 10 done*), set **Status** to **Published**. In **Settings → Public tournament page** you can hide scores, pool standings or the *Watch* links if needed.

On the homepage. Your tournament shows in the **Qualifiers & Results** strip at the top of iscfastpitch.com by itself, as long as it has start and end dates: **Open** while registration is open, **Upcoming** once published, **Live** during play and **Final** with the champion once it's Complete. Every change you save also refreshes the tournament page, the teams' pages and the homepage, so there's no cache to clear.

After the last game

1. Check the final standings on the public page.
2. Set **Status** to **Complete**. Score entry closes, every scorekeeper is signed out, and the results stay on the tournament page, each team's page and the season archive.

Rosters

The **Rosters** tab collects each team's player list for your tournament. It's on by default for the World Tournament (16 players max); for other tournaments, tick **Teams submit a roster for this tournament**.

1. Set the **due date** and time, plus **Max players** and **Max staff**. Team managers get reminder emails 14, 7 and 2 days before and on the due date until they submit.

2. Watch the **Teams** table: each team shows Submitted, Changed (edited after submitting) or Not submitted, with player and staff counts. **Remind** emails one team; **Remind all not submitted** emails the rest.
3. After the due date, teams can no longer change their roster. You still can: press **Open** next to a team to edit it.
4. **Hardship player** (an injured player needs a substitute): **Open** the team, press **+ Add hardship player**, pick the substitute from the team's pool or add a new player, choose who they replace and add a note. The injured player stays listed as Replaced and doesn't count toward the limit.
5. **Exports**: **All rosters (PDF)** prints one team per page in the paper roster form layout with a signature column; **Spreadsheet (CSV)** opens in Excel; **PDF** next to a team prints just that team.

Team managers do their part on the site's **My Team** page. If a team shows **No contact**, ask the ISC office to add a Team Manager user or team email on the Team post.

Troubleshooting

Problem	What to do
My tournament isn't in the dropdown	Ask the ISC office to tick you under Settings → Tournament Directors for that tournament.
The public page is empty or says the tournament isn't available	Status is still *Draft*. Set it to *Published* or *Live*.
The location or logo is wrong	Directors can't edit the tournament post; ask the ISC office.
A team's logo is missing	The logo is the Team page's featured image; ask the office to add one.
Regenerate pool games is greyed out	Some pool games already have scores. Clear those scores first.
A scorekeeper can't change a score	It was saved as *Final* and is locked. Fix it in the Scores tab, or unlock it there.
A scorekeeper is locked out	Five wrong PINs lock sign-in for 15 minutes. Check the PIN on Overview → Scoring.

Problem	What to do
The PIN has been shared too widely	Click **Regenerate** on Overview → Scoring; everyone is signed out and needs the new PIN.
A bracket game is flagged	An earlier result changed after this game was scored. Check who should have played and fix the slots or score.
Game times look an hour off	Check the **Timezone** on Overview → Basics.
The schedule has red conflicts	Click the *conflicts* chip to jump to each one, then move or swap the game.
A team is missing from the website's Teams menu or the Legends 50+ / Masters 60+ page	Check the team is in the right division in Divisions & Pools, that the division name contains Legends or Masters, and that Status is Registration open or later.
A logo shows a white box around it	The white is in the image itself. Ask the ISC office to upload a PNG with a transparent background as the Team page's featured image.